

In the claims:

1. (Currently Amended) A method of reducing message traffic among peripherals of an automatic call distributor, such method comprising the steps of:

forming a message table in a first peripheral of the automatic call distributor where the message table contains indicia that controls whether message traffic is broadcast to other peripherals of the automatic call distributor or deleted based upon a message type defined by said indicia; and

broadcasting a message received by the first peripheral from a source peripheral to other peripherals of the automatic call distributor when the message table indicates that the message should be forwarded and, otherwise, ~~or~~ deleting the message ~~based upon~~ when a comparison of the indicia within the message table with a content of the message indicates that the message should be deleted.

2. (Original) The method of reducing message traffic as in claim 1 further comprising entering an identifier of a message to be forwarded into the formed message table in the peripheral.

3. (Original) The method of reducing message traffic as in claim 2 wherein the step of entering the identifier of the message further comprises entering a corresponding destination identifier to the entry.

4. (Original) The method of reducing message traffic as in claim 3 wherein the step of entering the identifier further comprising providing a reference to a line of a message matrix.

5. (Previously Presented) The method of reducing message traffic as in claim 4 wherein the step of sending the list of

unnecessary messages further comprises storing the list in said table of the automatic call distributor.

6. (Original) The method of reducing message traffic as in claim 5 further comprising forming a message for transmission to a set of peripherals, including said peripheral.

7. (Original) The method of reducing message traffic as in claim 6 wherein the step of forming a message for transmission to a set of peripherals further comprises retrieving an identifier of said peripheral of the set of peripherals.

8. (Original) The method of reducing message traffic as in claim 7 wherein the step of retrieving an identifier of said peripheral of the set of peripherals further comprises retrieving the list of unnecessary messages from said table based upon said identifier of said peripheral.

9. (Original) The method of reducing message traffic as in claim 8 wherein the step of retrieving the list further comprises comparing an identifier of the message with the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.

10. (Original) The method of reducing message traffic as in claim 9 wherein the step of comparing the identifier of the message with the list of unnecessary messages further comprises discarding the message when a match is found between the identifier of the message and an entry of the list of unnecessary messages.

11. (Currently Amended) Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:

means for forming a message table within a forwarding peripheral, said message table containing indicia that controls ~~whether~~ broadcasting messages received from a message source peripheral by the forwarding peripheral ~~are broadcast~~ to a destination peripheral of the automatic call distributor when a message defined by said indicia indicates that the message should be broadcast or deleted and deleting the message when based upon a the message type defined by said indicia indicates that the message should be deleted; and

means for amending the table upon startup of the peripheral.

12. (Original) The apparatus for reducing message traffic as in claim 11 further comprising means for forming a list of identifiers of unnecessary messages in the peripheral upon startup.

13. (Original) The apparatus for reducing message traffic as in claim 12 wherein the means for forming the list of unnecessary messages further comprises means for retrieving the list from memory.

14. (Original) The apparatus for reducing message traffic as in claim 13 further comprising means for sending the list of unnecessary messages to the automatic call distributor.

15. (Original) The apparatus for reducing message traffic as in claim 14 wherein the means for sending the list of unnecessary messages further comprises means for storing the list in said table of the automatic call distributor.

16. (Original) The apparatus for reducing message traffic as in claim 15 further comprising means for forming a message for transmission to a set of peripherals, including said peripheral.

17. (Original) The apparatus for reducing message traffic as in claim 16 wherein the means for forming a message for transmission to a set of peripherals further comprises means for retrieving an identifier of said peripheral of the set of peripherals.

18. (Original) The apparatus for reducing message traffic as in claim 17 wherein the means for retrieving an identifier of said peripheral of the set of peripherals further comprises means for retrieving the list of unnecessary messages from said table based upon said identifier of said peripheral.

19. (Original) The apparatus for reducing message traffic as in claim 18 wherein the means for retrieving the list further comprises means for comparing an identifier of the message with the list of unnecessary messages transmitted from said peripheral to the automatic call distributor.

20. (Original) The apparatus for reducing message traffic as in claim 19 wherein the means for comparing the identifier of the message with the list of unnecessary messages further comprises means for discarding the message when a match is found between the identifier of the message and an entry of the list of unnecessary messages.

21. (Currently Amended) Apparatus for reducing message traffic in an automatic call distributor, such apparatus comprising:

a message table within a memory of the automatic call distributor containing indicia that controls ~~whether~~ broadcasting messages received from a message source peripheral ~~are broadcast~~ to a destination peripheral of the automatic call distributor when a message type defined by said indicia indicates that the

message should be broadcast and-or-deleted deleting the message
when-based-upon-a the message type defined by said indicia
indicates that the message should be deleted; and

a message processor adapted to amend the table upon startup of the peripheral.

22. (Original) The apparatus for reducing message traffic as in claim 21 further comprising a table within a memory of the peripheral adapted to form a list of identifiers of unnecessary messages in the peripheral upon startup.

23. (Original) The apparatus for reducing message traffic as in claim 22 wherein the table for forming the list of unnecessary messages further comprises a peripheral processor adapted to retrieve the list from memory.

24. (Original) The apparatus for reducing message traffic as in claim 23 further comprising a communication processor adapted to send the list of unnecessary messages to the automatic call distributor.

25. (Original) The apparatus for reducing message traffic as in claim 24 wherein the communication processor adapted to send the list of unnecessary messages further comprises a receiving processor adapted to storing the list in said table of the automatic call distributor.